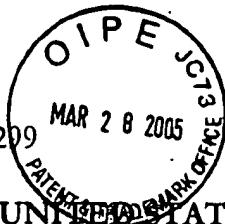


Docket No.: K-0209



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of:

**EXPEDITED PROCEDURE
UNDER 37 C.F.R. §1.116**

Sang Kap Park et al.

Serial No.: 09/893,688

Group Art Unit: 2161

Confirmation No.: 4954

Examiner: Brian D. Goddard

Filed: June 29, 2001

Customer No.: 34610

For: CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM AND OPERATION
METHOD THEREOF

**REPLY AND/OR AMENDMENT
UNDER 37 C.F.R. §1.116**

U.S. Patent and Trademark Office
Customer Window, Mail Stop AF
Randolph Building
401 Dulany Street
Alexandria, VA 22314

In response to the Office Action dated December 28, 2004, please amend the above-
identified application as follows:

**Amendments to the Claims are reflected in the listing of claims which begins on
page 2 of this paper.**

Remarks/Arguments begin on page 18 of this paper.

Do Not
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4/14/05
BC